



**COUNTY OF SANTA CLARA
INVITES APPLICATIONS FOR THE POSITION OF:**

Communications Dispatcher I - Unclassified

An Equal Opportunity Employer

SALARY

\$33.46 - \$40.46 Hourly \$2,676.80 - \$3,236.80 Biweekly \$5,799.73 - \$7,013.07 Monthly
\$69,596.80 - \$84,156.80 Annually

ISSUE DATE: 03/05/18

FINAL FILING DATE: 03/26/18. If the Final Filing Date states "Continuous", the application filing period may close any time after ten business days from the issue date of this job announcement if sufficient qualified applications have been received. Postmarks are not acceptable, therefore it is important to submit your application as soon as possible.

THE POSITION

Under supervision, initially in a training capacity to answer 9-1-1 calls and to dispatch personnel and equipment for one or more public safety operations.

This is a Peace Officer Standards and Training (POST) position. Candidates must successfully pass a complete background investigation including fingerprints, polygraph, psychological and medical examinations. Applicants with a felony conviction and/or a conviction outside of California that would be considered a felony in this state will be disqualified.

After passing the exam, hiring interview and screening processes, candidates are eligible to be hired as Communications Dispatcher I – Unclassified (U) and attend the Basic Communications Dispatcher Academy training program as a trainee.

Communications Dispatcher I - U enter a 26-week Basic Communications Dispatcher Academy training program. Benefits include medical, dental, and life insurance programs.

After completion of the Academy and required training, Communications Dispatcher I - U are eligible to become classified Communications Dispatcher I and be considered probationary employees of County Communications.

Newly appointed Communications Dispatcher I must successfully complete an 18-month probationary period during which they will be required to complete a training program under the supervision of a training Dispatcher.

The classified Communications Dispatcher positions are alternately staffed at Communications Dispatcher I, II and III levels. An incumbent upon successful completion of the probationary period, possession of skills, and meeting the employment standards may be reviewed for promotion at each level.

TYPICAL TASKS

- Receives training in the reception and transmission of radio calls;

- Receives law, fire and medical calls for service;
- Screens information to determine jurisdiction and equipment to be dispatched, and transmits appropriate information by telephone or radio;
- Dispatches law enforcement or other personnel and equipment;
- Operates a variety of communications equipment including radio base stations, radio consoles, hand-held radios, telephones, and other communications equipment;
- Monitors public safety frequencies;
- Operates data communication terminals;
- Studies and maintains familiarity with the locations and common place names of major roads, streets, industrial plants, county parks, and buildings in the County;
- Provides various database searches to obtain information in response to requests from law enforcement personnel;
- Records the nature and source of all incoming and outgoing radio messages as required;
- After becoming proficient in 9-1-1 call answering and law dispatching, may be trained in fire or medical dispatching;
- Performs miscellaneous clerical work;
- Keep apprised of current trends in law dispatching, ensure continuing education requirements are met;
- May be assigned as a Disaster Service Worker, as required;
- And performs other work as required.

EMPLOYMENT STANDARDS

Sufficient education, training, and experience to demonstrate the possession and direct application of the following knowledge and abilities:

Experience Note: The knowledge and abilities required to perform this function are normally acquired through training and experience equivalent to high school graduation.

Successfully complete the Peace Officers Standards and Training Certification Training Course within one (1) year of employment, or vacate the position.

Per Commission on Peace Officer Standards and Training (POST) Program Regulation 1018, every Public Safety Dispatcher shall satisfactorily complete the Continuing Professional Training (CPT) requirement of 24 or more hours of POST-qualifying training during every two-year CPT cycle, based on the statewide CPT Anniversary Date as specified in subsection 1018(d)(2).

Knowledge of:

- Basic computer operations;
- Simple record keeping.

Ability to:

- Learn the operation of two-way radio and telephone communications equipment;
- Learn to dispatch public safety personnel and equipment in a quick and efficient manner;
- Learn and remember locations and common place names of highways, major streets, industrial plants, county parks, commercial and public buildings;
- Learn and remember the policies and procedures of the department, County, State and Federal rules and regulations, as required;
- Retain, recall, and evaluate facts and/or details solely from memory;
- View multiple video display terminals for extended periods of time in low-light conditions;
- Learn to simultaneously type while communicating with others;
- Read, write, spell, and speak in English;
- Monitor audible information from multiple sources (telephone, radio and co-workers) in an open space and noisy environment;
- Perform multiple tasks while monitoring background radio communications;
- Prepare records;
- Follow written and oral instructions;
- Use a keyboard and other peripheral computer equipment with rapid keyboarding and a high level of accuracy;
- Multi-task requiring simultaneous typing (rapid keyboarding), talking on the radio, answering multiple telephone calls, and switching between computer screens and applications;
- Maintain effective working relationships;
- Deal tactfully with the general public, law enforcement and other officials;
- Transition from periods of mental and physical inactivity to periods of intense and stressful mental and physical activity (rapid keyboarding) at a moment's notice;
- Maintain composure and work accurately under pressure or when faced with stressful situations.

Special Requirements

- Work alternate work week schedule, work on weekends, holidays and at odd or irregular hours;
- Work in a confined area and wear a headset;
- Sit or stand up and use a keyboard continuously for up to (3) hours at a time;
- Adapt to physiological changes associated with spikes in adrenaline, including increased heart rate, body temperature and blood pressure;

- Must be able to pass a background investigation; including a psychological evaluation and polygraph.

VETERANS PREFERENCE INFORMATION: Any veteran who has submitted a copy of their DD214 form, and received a discharge of other than dishonorable, from the armed forces showing service in any branch of the United States military will be given a preferential credit of five percent (ten percent for those identified as disabled veterans), after attaining a passing examination score for a numerically scored examination, as applicable by Memorandum of Understanding.

THE EXAMINATION PROCESS: The examination process may include one or more of the following: application review, application appraisal, preliminary competitive rating, performance test, written test, and/or oral interview examination.

This recruitment may require completion of Supplemental Questions in order to evaluate your education, training and experience relative to the required knowledge and abilities for the position you are applying for.

Your responses to the questions may also be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria. Your answers should be as complete as possible, as no additional information will be accepted from applicants once the Competitive Rating evaluation has begun.

*New Hires shall be subject to a pre-employment criminal background check.

DISASTER SERVICE WORKERS: Under California law, all County employees are designated as Disaster Service Workers (DSW). In the event of a catastrophic event, County employees may be expected to fulfill emergency action assignments. As DSW's, they may be assigned to assist in any disaster service activity that promotes the protection of public health and safety and preservation of lives and property.

INFORMATION ON PERS CONTRIBUTION: For new members, salaries above a limitation imposed by federal law (that limit per IRS is \$118,775 for 2017): (1) neither the County nor the employee makes contributions to PERS on the portion of salary that exceeds the limit, and (2) the portion of the salary that exceeds the limit is not used by PERS to calculate the retirement benefit. If you were a member prior to January 1, 2013, the limit is \$270,000 for 2017.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.sccjobs.org/>

OR

70 W. Hedding Street, 8th Floor, East Wing
San Jose, CA 95110

EXAM #18-Q1D-A
COMMUNICATIONS DISPATCHER I - UNCLASSIFIED
SB

Communications Dispatcher I - Unclassified Supplemental Questionnaire

- * 1. Select all applicable education that you possess below.
- Less than High School or GED
 - High School or GED
 - College (1 to 29 semester units / 1 to 44 quarter units)
 - College (30 to 59 semester units / 45 to 89 quarter units)
 - College (60 to 89 semester units / 90 to 134 quarter units)
 - College (90 to 119 semester units / 135 to 179 quarter units)
 - College (120 or more semester units / 180 or more quarter units)
 - Associate's Degree
 - Bachelor's Degree

- Master's Degree
 Doctoral Degree
- * 2. This position may require working overtime. Are you willing to work overtime?
 Yes
 No
- * 3. As an adult, have you ever been convicted of any act of domestic violence?
 Yes
 no
- * 4. If you answered Yes to Question #3, when and what was the conviction? If you answered No, indicate N/A.
- * 5. As an adult, have you ever been convicted of any criminal act, misdemeanor or felony, committed against children?
 Yes
 No
- * 6. If you answered Yes to Question #5, when and what was the conviction? If you answered No, indicate N/A.
- * 7. As an adult, have you illegally used or possessed amphetamines, barbiturates, cocaine, crack, meth-amphetamines, crank or speed within the last three (3) years?
 Yes
 No
- * 8. As an adult, have you used or possessed marijuana , hash or hash oil within the past one (1) year?
 Yes
 No
- * 9. As an adult, have you illegally used or possessed any other drug not mentioned above within the past seven (7) years?
 Yes
 No
- * 10. As an adult, have you ever illegally manufactured or cultivated any drug?
 Yes
 No
- * 11. As an adult, have you ever falsified information to secure employment?
 Yes
 No
- * 12. If you answer Yes to Question #11, what were the circumstances? If you answered No, indicate N/A.
- * 13. As an adult, have you ever resigned from a paid position without notice?
 Yes
 No
- * 14.

If you answered Yes to Question #13, when and what were the circumstances? If you answered No, indicate N/A.

- * 15. Have you ever as an adult been involuntarily dismissed two or more times for reasons other than layoff by an employer?

Yes No

- * 16. If you answered Yes to Question #15, when and what were the circumstances? If you answered No, indicate N/A.

- * 17. As an adult, have you ever been disciplined by an employer for acts constituting racial, ethnic or sexual harassment?

Yes No

- * 18. If you answered Yes to Question #17, when and what were the circumstances? If you answered No, indicate N/A.

- * 19. Have you successfully completed the Peace Officers Standards and Training Certification Training Course?

Yes No

- * 20. Have you taken and passed the Criticalll exam with the County of Santa Clara within the last year?

Yes No

- * Required Question